Department of Consumer Affairs
Board for Professional Engineers, Land Surveyors, and Geologists

Enforcement Performance Measures

Q3 Report (January – March 2017)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

PM1 | Volume
Number of complaints and convictions received.

Total Received: 121 | Monthly Average: 40

Complaints: 121 | Convictions: 0
PM2 | Intake – Volume
Number of complaints closed or assigned to an investigator.

Total: 135 | Monthly Average: 45

PM2 | Intake – Cycle Time
Average number of days from complaint receipt, to the date the complaint was closed or assigned to an investigator.

Target Average: 10 Days | Actual Average: 19 Days
**PM3 | Investigations – Volume**
Number of investigations closed (not including cases transmitted to the Attorney General).

**PM 3 Volume**

<table>
<thead>
<tr>
<th>Month</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>22</td>
</tr>
<tr>
<td>Feb</td>
<td>14</td>
</tr>
<tr>
<td>Mar</td>
<td>40</td>
</tr>
</tbody>
</table>

**Total:** 76  | **Monthly Average:** 25

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**PM3 | Investigations – Cycle Time**
Average number of days to complete the entire enforcement process for cases not transmitted to the Attorney General.
(Includes intake and investigation.)

**PM 3 Aging**

<table>
<thead>
<tr>
<th>Month</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>224</td>
</tr>
<tr>
<td>Feb</td>
<td>212</td>
</tr>
<tr>
<td>Mar</td>
<td>190</td>
</tr>
</tbody>
</table>

**Target Average:** 360 Days  | **Actual Average:** 204 Days
**PM4 | Formal Discipline – Volume**
Cases closed after transmission to the Attorney General for formal disciplinary action. This includes formal discipline, and closures without formal discipline (e.g., withdrawals, dismissals, etc.).

**PM 4 Volume**

<table>
<thead>
<tr>
<th>Month</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>9</td>
</tr>
<tr>
<td>Feb</td>
<td>0</td>
</tr>
<tr>
<td>Mar</td>
<td>3</td>
</tr>
</tbody>
</table>

**Total:** 12

**PM4 | Formal Discipline – Cycle Time**
Average number of days to complete the entire enforcement process for cases transmitted to the Attorney General. (Includes intake, investigation, and case outcome.)

**PM 4 Aging**

- **Jan:** 1,364 days
- **Feb:** 568 days

**Target Average:** 540 Days | **Actual Average:** 1,165 Days
**PM7 | Probation Intake – Volume**
Number of new probation cases.

**PM 7 Volume**

- Jan: 5
- Feb: 0
- Mar: 2

Total: 7

**PM7 | Probation Intake – Cycle Time**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

**PM 7 Aging**

- Days:
  - Jan: 1
  - Feb: 0
  - Mar: 5

Target = 10

**Target Average:** 10 Days | **Actual Average:** 2 Days
PM8 | Probation Violation Response – Volume
Number of probation violation cases.

Total: 2

PM8 | Probation Violation Response – Cycle Time
Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target Average: 10 Days | Actual Average: 1 Day